



BSO Tutorial for Tax Year 2003

Social Security Number Verification Service (SSNVS)

Contains the following lessons:

- [Request Online SSN Verification](#)
- [Submit an Electronic File for SSNVS Verification](#)
- [View Status and Retrieval Information](#)
- [View the Employee Verification Service \(EVS\) User Manual](#)

Lesson 1: Request an Online SSN Verification

Follow the instructions below to enter up to 10 Names and Social Security Numbers to be verified by the Social Security Administration. You must be a pilot participant and have a Personal Identification Number (PIN) and password to use the Social Security Number Verification Service (SSNVS).

Step 1: Point your browser to the Business Services Online Welcome page:
www.socialsecurity.gov/bsowelcome.htm.

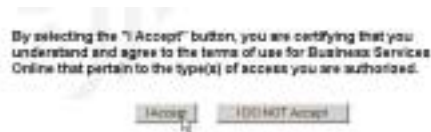


Step 2: Select the **Login** link on the Business Services Online Welcome page.



The system displays the BSO - Privacy Policy Statement page.

Step 3: Select the **I Accept** button (located at the bottom of the page) after reading the conditions defined on the BSO - Privacy Policy Statement page.



The system displays the Business Services Online Login page.

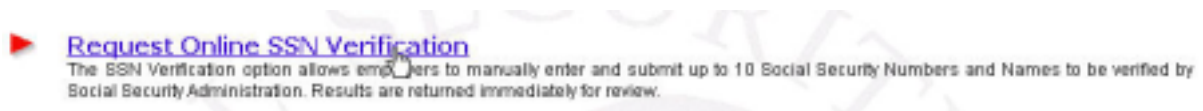


The screenshot shows the 'Social SecurityOnline Business Services Online' login page. It features a header with the Social Security Administration logo and the text 'Social Security's Business Services Online (BSO)'. Below the header is a 'Business Services Online Login' section. It prompts the user to 'Type your registration PIN and password, then select Login.' There are two input fields: 'Personal Identification Number (PIN):' and 'Password:'. Below the PIN field is a link: 'If you have not received your password, click here.' Below the password field is a link: 'Forgot your password?'. There are two buttons: 'Login' and 'Cancel'. A 'NOTE' section states: 'A password is required after 90 days from the date you registered. If you have not received your temporary password within 21 days call the Employer Reporting Branch at 1-800-772-6270 between Monday and Friday, 7:00 a.m. to 7:00 p.m. Eastern Time. For more information call this number if you have forgotten your PIN or Password. For TDD/TTY call 1-800-325-6770.' At the bottom, it says: 'Have a question? Call 1-800-772-6270 to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-6770.'


Step 4: Enter your PIN and password.

Step 5: Select the **Login** button to display the main menu. The system displays the BSO Home Page. (To return to the Business Services Online Welcome page, select the **Cancel** button.)

Step 6: Select the **Request Online SSN Verification** link.



The system displays the SSN Verification page.


Social SecurityOnline
Business Services Online
 Social Security's Business Services Online (BSO)

[BSO Home](#) | [BSO Information Links](#) | [Contact SSA](#) | [Keyboard Navigation](#) | [Logout](#)

[SSNVS OnLine Help](#)

SSN Verification

You must enter the Social Security Number, the First Name and the Last Name. Mandatory fields are indicated by an *.

For Help, select the "SSNVS Online Help" link at the top of this page, or select a column heading. The SSNVS Online Help link will take you to the Table of Contents of the SSNVS Help page. The column heading link will take you directly to the Help section for that column. Help instructions will open a new window. Close the Help window to return to this window.

Please Note:

- Social Security Administration will only return results for data that does not match our records.
- For your records, please print a copy of this page before selecting Submit. This is necessary because information is not returned for data that matches Social Security Administration's records.

	*SSN (*****-****)	*First Name	Middle Name	*Last Name	Suffix	Date of Birth (MM/DD/YYYY)	Gender (F/M)
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							
10.							

You may want to print or save this page BEFORE you submit.
 This information will NOT be visible after submission.
 This page contains confidential information.
 Please keep the printed / saved page in a secure place.

Have a question? Call **1-800-772-6270** to speak with Employer Customer Service personnel.
 For TDD/TTY call **1-800-325-0778**.

[BSO Home](#) | [BSO Information Links](#) | [Contact SSA](#) | [Keyboard Navigation](#) | [Logout](#)

Step 7: Enter the information to request up to 10 names and SSNs for immediate verification against SSA's records.




SSN, First Name, and Last Name are mandatory fields.

NOTE

Step 8: Select the **Submit** button to process the data. (Otherwise, select the **Clear Form** button to delete the data.) The system displays the SSN Verification Results page.

This page will display the number of total records submitted, number of total records that successfully verified, number of total records that failed verification against SSA's records, and the number of matches that came up as deceased. This page will only display any results that do not match SSA's records and those identified as deceased.


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 Social Security's Business Services Online (BSO)

[BSO Home](#) | [BSO Information Links](#) | [Contact SSA](#) | [Keyboard Navigation](#) | [Logout](#)

[SSNVS OnLine Help](#)

SSN Verification Results

Records Submitted	4	Verified Records	2	Failed Verification	1	Deceased	1
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The following data does not match Social Security Administration's records. Follow the link below to find out more information.
[What to do if Names/SSNs don't match.](#)

SSN 999999999	First Name	Middle Name	Last Name	Suffix	Date of Birth MMDDYYYY	Gender Code F/M	Verification Result
123456789	JOHN	Q	PUBLIC	-	-	-	1

The following data matches Social Security Administration's records, but our records indicate the person is deceased. For more information, please contact our general SSA information line at 1-800-772-1213 (TDD/TTY 1-800-325-0770) or contact your local Social Security office. To find the office nearest you, use our Field Office Locator at <http://s3abaca.ssa.gov/pro/foi/foi-home.html>.

SSN 999999999	First Name	Middle Name	Last Name	Suffix	Date of Birth MMDDYYYY	Gender Code F/M
999999999	JANE	-	DOE	-	-	-

[Verify More SSNs](#)

Verification Result Status	
Code	Description
1	SSN is not in Social Security Administration's records
2	Name and DOB match, Gender Code does not
3	Name and Gender Code match, DOB does not
4	Name matches, DOB and Gender Code do not
5	Name does not match, DOB and Gender Code not checked
*	Record does not match Social Security Administration's records

Have a question? Call **1-800-772-6278** to speak with Employer Customer Service personnel.
 For TDD/TTY call **1-800-325-0770**.

[BSO Home](#) | [BSO Information Links](#) | [Contact SSA](#) | [Keyboard Navigation](#) | [Logout](#)



If any problems occur with the submission of the verification, the system will display the Convert to Batch page. Select the **Overnight** button to process your data in an overnight batch. Follow the instructions in [Lesson 2: Submit an Electronic File for SSN Verification](#) for more information.

Step 9: Select the link in the Verification Result column to display the reason for the failed verification.

The following are the verification result code descriptions:

- 1 SSN is not in Social Security Administration's records
- 2 Name and DOB match; Gender Code does not
- 3 Name and Gender Code match; DOB does not
- 4 Name matches: DOB and Gender Code do not
- 5 Name does not match; DOB and Gender Code not checked
- * Record does not match Social Security Administration's records



*If the data does not match SSA's records, select the **What to do if Names/SSNs don't match?** link to view important information.*

NOTE

Step 10: Select the **Verify More SSNs** link to verify additional SSNs. (To return to the BSO Home Page, select the **BSO Home** link.)

Lesson 2: Submit an Electronic File for SSN Verification

Follow the instructions below to upload a file containing Names and Social Security Numbers to be verified by the Social Security Administration. The results are available within 24 hours.

Step 1: Point your browser to the Business Services Online Welcome page:
www.socialsecurity.gov/bsowelcome.htm.

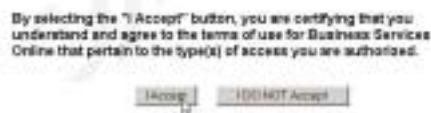


Step 2: Select the **Login** link on the Business Services Online Welcome page.



The system displays the BSO - Privacy Policy Statement page.

Step 3: Select the **I Accept** button (located at the bottom of the page) after reading the conditions defined on the BSO - Privacy Policy Statement page.



The system displays the Business Services Online Login page.

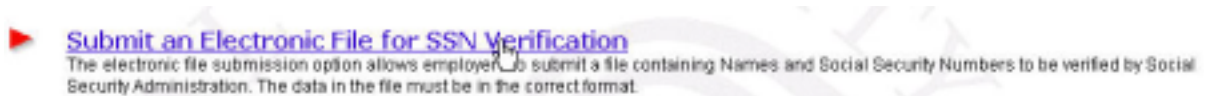


The screenshot shows the 'Social Security Online Business Services Online' login page. At the top, there is a header with the Social Security Administration logo and the text 'Social Security Online Business Services Online' and 'Social Security's Business Services Online (BSO)'. Below the header is a 'Help' button. The main section is titled 'Business Services Online Login'. It instructs users to 'Type your registration PIN and password, then select Login.' There are two input fields: 'Personal Identification Number (PIN):' and 'Password:'. Below the PIN field is a link 'If you have not received your password.' and a 'Forgot your Password?' link. There are 'Login' and 'Cancel' buttons. A note states: 'NOTE: A password is required after 30 days from the date you registered. If you have not received your temporary password within 21 days call the Employer Reporting Branch at 1-800-772-6270 between Monday and Friday, 7:00 a.m. to 7:00 p.m. Eastern Time. You may also call this number if you have forgotten your PIN or Password. For TDD/TTY call 1-800-325-0778.' At the bottom, it says 'Have a question? Call 1-800-772-6270 to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-0778.'

Step 4: Enter your PIN and password.

Step 5: Select the **Login** button to display the main menu. The system displays the BSO Home Page. (To return to the Business Services Online Welcome page, select the **Cancel** button.)

Step 6: Select the **Submit an Electronic File for SSN Verification** link.



The system displays the File Submission for SSN Verification page.

Social Security Online
Business Services Online
Social Security's Business Services Online (BSO)

[BSO Home](#) | [BSO Information Links](#) | [Contact SSA](#) | [Keyboard Navigation](#) | [Logout](#)

[SSNVS OnLine Help](#)

File Submission for SSN Verification

Files submitted Monday - Friday will be available within 24 hours. Files submitted after 5:00 p.m. (Eastern time) on Friday or Saturday and Sunday will be available by 8:00 a.m. the following Monday.

Enter the full pathname of the file to submit or select Browse to pick the file. When you have chosen the file, select Submit File Now. You will receive a Confirmation Message and Tracking Number when your file submission is complete.

For Help, select the SSNVS Online Help link at the top of this page or [The Browse Button Instructions for Dragon Users](#) link. The SSNVS Online Help link will take you to the Table of Contents of the SSNVS Help page. The Browse Button Instructions for Dragon Users link will take you directly to the Help section entitled "Browse Button - For Dragon Users". Help instructions will open a new window. Close the Help window to return to this window.

File to Submit: [Browse...](#)

[Submit File Now](#)

Elapsed Submission Time:

Have a question? Call **1-800-772-6270** to speak with Employer Customer Service personnel.
For TDD/TTY call **1-800-325-0778**.

[BSO Home](#) | [BSO Information Links](#) | [Contact SSA](#) | [Keyboard Navigation](#) | [Logout](#)

Step 7: Enter the file to be uploaded by either typing the file name in the File to Submit field or by selecting the **Browse** button located next to the field.



TIPS

The file can be up to 4 MB for batch processing. Results will be available within 24 hours.

It is recommended that you zip your file using WinZip or PKZIP.

Step 8: Select the **Submit File Now** button. The system displays the Tracking Number Confirmation page.



The screenshot shows the 'Social Security Online Business Services Online' (BSO) interface. At the top, there is a header with the Social Security Administration logo and the text 'Social Security Online Business Services Online'. Below this is a navigation bar with links: 'BSO Home', 'BSO Information Links', 'Contact SSA', 'Keyboard Navigation', and 'Logout'. A link for 'SSNVS Online Help' is also visible. The main heading is 'Tracking Number Confirmation'. A large purple box contains the message: 'Your file has been successfully submitted. Here is your Tracking Number. You will need this number to retrieve the results of your submission.' The tracking number '1C100001' is displayed in a large font. Below this, it says: 'We recommend that you print or save a copy of this Tracking Number Confirmation for your records.' A paragraph explains the availability of results: 'Files submitted Monday - Friday will be available within 24 hours. Files submitted after 5:00 p.m. (Eastern time) on Friday or Saturday and Sunday will be available by 8:00 a.m. the following Monday.' At the bottom of the box are two buttons: 'Submit Another File' and 'Home Page'. Below the box, there is contact information: 'Have a question? Call 1-800-372-6278 to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-6778.' The same navigation bar as at the top is at the bottom of the page.

**TIPS**

Be sure to keep a record of this tracking number. You will need it to track the status of your submitted file.

Step 9: Select the **Submit Another File** button to submit another file. (Otherwise, select the **Home Page** button to return to the BSO Home Page.)

Lesson 3: View Status and Retrieval Information

Follow the instructions below to view the current status of a submission, view results from an uploaded file, or download verification results.

Step 1: Point your browser to the Business Services Online Welcome page:
www.socialsecurity.gov/bsowelcome.htm.

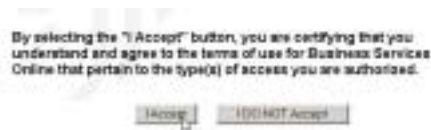


Step 2: Select the **Login** link on the Business Services Online Welcome page.



The system displays the BSO - Privacy Policy Statement page.

Step 3: Select the **I Accept** button (located at the bottom of the page) after reading the conditions defined on the BSO - Privacy Policy Statement page.



The system displays the Business Services Online Login page.

Step 4: Enter your PIN and password.

Step 5: Select the **Login** button to display the main menu. The system displays the BSO Home Page. (To return to the Business Services Online Welcome page, select the **Cancel** button.)

Step 6: Select the **View Status and Retrieval Information** link from the BSO Home Page.



The system displays the Status and Retrieval page.

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[BSO Home](#) | [BSO Information Links](#) | [Contact SSA](#) | [Keyboard Navigation](#) | [Logout](#)

SSNVS OnLine Help

Status and Retrieval

There are three options for checking the status of the files:

- Option 1: Tracking Number - Use your 8 character tracking number for a specific file status.
- Option 2: Date Range - View status of your files by entering a range of submission dates.
- Option 3: All Submissions - Retrieve a list of file submissions available to your PIN.

For Help, select the "SSNVS Online Help" link at the top of this page or select a data item help link. The SSNVS Online Help link will take you to the Table of Contents of the SSNVS Help page. The data item help link will take you directly to the Help section for that data element. Help instructions will open a new window. Close the Help window to return to this window.

Option 1	Tracking Number	<input type="text"/>	Tracking Number Help	<input type="button" value="Submit 1"/>
Option 2	Range Start Date MM/DD/YYYY	<input type="text"/>	Date Help	<input type="button" value="Submit 2"/>
	Range End Date MM/DD/YYYY	<input type="text"/>	Date Help	
Option 3	All Submissions		All Submissions Help	<input type="button" value="Submit 3"/>

Have a question? Call **1.800.772.6270** to speak with Employer Customer Service personnel.
 For TDD/TTY call **1.800.325.0778**.

[BSO Home](#) | [BSO Information Links](#) | [Contact SSA](#) | [Keyboard Navigation](#) | [Logout](#)

Step 7: Select one of the following options to view the status of your submitted file.

Option 1: Enter the specific tracking number.

Option 2: Enter a start and end date to view the status of files submitted within that timeframe.

Option 3: View the 100 most recent SSNVS file submissions associated with your PIN.

Step 8: Select the appropriate **Submit** button. The system displays the Status and Retrieval Results page.

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WFO Home | BSO Information Links | Contact Us | Help | Feedback | Registration | Logout

SSNVS Online Help

Status and Retrieval Results

Status Codes - The table below shows the explanation of each status code of your file.

STATUS CODE	NAME	EXPLANATION
PENDING	Pending	The file is ready for viewing or downloading.
EXPIRED	Expired	The file is available and should have been downloaded.
REMOVED	Removed	Records are (1) removed or the file did not have the correct length of 138 characters or more than 90% of the records were removed in the file being added.
FILED	Filed	The file was either not compatible with P22 or contained multiple files.
FILED	Filed	The file contained a blank record leading to a syntax error.
REMOVED	Removed	The file is being processed. If the submitted Monday, it will be available within 24 hours. Files submitted after 5:00 p.m. Monday will be on Friday or Saturday and Monday will be available by 9:00 a.m. the following Monday.
REMOVED	Removed	The file is more than 28 days old and can no longer be viewed or downloaded.
REMOVED	Removed	The file could not be processed and must be resubmitted.
REMOVED	Removed	The file is processed and has already been viewed.

Retrieval Options

- Select "Download" to download your file. **IMPORTANT:** You may have to authenticate the downloaded file with your default user name and password the downloaded file as a text file.
- Select "COUNT" if the number of records which need review is 10 or less.
- Select "Status Codes" for more information about the status of your submission.

Note: All Help and Information links open in a new browser window. Close the help window to return to this page.

Status of Tracking numbers from 11/20/2003 to 11/20/2003

Submission Date	Tracking Number	SSNs Submitted	Records Retrieved	Status	Retrieval Option	Available Through
11/20/2003	1A600000	30	0	EXPIRED	EXPIRED	12/07/2003
11/20/2003	1A600000	30	0	EXPIRED	EXPIRED	12/07/2003
11/20/2003	1A600000	30	0	PENDING	None	12/07/2003
11/20/2003	1A600000	30	0	EXPIRED	EXPIRED	12/07/2003
11/20/2003	1A600000	30	0	EXPIRED	EXPIRED	12/07/2003
11/20/2003	1A600000	30	0	EXPIRED	EXPIRED	12/07/2003
11/20/2003	1A600000	30	0	EXPIRED	EXPIRED	12/07/2003
11/20/2003	1A600000	30	0	EXPIRED	EXPIRED	12/07/2003
11/20/2003	1A600000	30	0	EXPIRED	EXPIRED	12/07/2003
11/20/2003	1A600000	30	0	EXPIRED	EXPIRED	12/07/2003

[New Status Request](#)

What To Do if a Social Security Number (SSN) Does Not Verify

The SSN is listed above or returned in your file did not match SSA's records. These SSNs failed verification. It is suggested that you follow these steps for each SSN that was could not verify.

1. Compare the failed SSNs matches to your employment records to see if you made a typographical error. Resend only the correct data (not the entire submission).
2. If your employment records match what you submitted, ask your employee to check their Social Security card and inform you of any name or SSN difference between your records and theirs card. If your employment records are incorrect, correct your records and resubmit the corrected data.
3. If your employment records and the name and SSN shown on the Social Security card match, ask the employee to check with any local Social Security Office to determine and resolve the issue. Tell the employee that once he/she has visited the local Social Security office, he/she should inform you of any changes. You should correct your records accordingly.
4. If the employee is unable to provide a valid SSN, you are encouraged to document your efforts made to obtain the corrected information. (Documentation should be retained consistent with all payroll records for a period of 4 years.)
5. If the employee no longer works for you, try to obtain the corrected information from the employee and submit it to SSA on Form W-2c (Statement of Corrected Income and Tax Amounts).
6. If you are unable to contact the employee, you are encouraged to document your efforts.

RECOMMENDATION

- A mismatch is not a basis, in and of itself, for you to take any adverse action against an employee, such as laying off, suspending, firing, or disciplining.
- Company policy should be applied consistently to all workers.
- Any employer that uses the failure of the information to match SSA records to take inappropriate adverse action against a worker may violate State or Federal law.
- The information you receive from SSNVS does not make any statement regarding a worker's employment status.

Have a question? Call **1-800-772-6278** to speak with Employee Response Service personnel. For TDD/TTY call **1-800-325-0718**.

WFO Home | BSO Information Links | Contact Us | Help | Feedback | Registration | Logout

Step 9: Select the **DWNLD** link in the Retrieval Option column to download the report, if applicable. Select the **VIEW** link in the Retrieval Option column to view the report, if applicable.

Step 10: Select the link in the Status column for more information about the status of your submission, if applicable.

Lesson 4: View the Employee Verification Service (EVS) User Manual

Follow the instructions below to browse the Employee Verification Service (EVS) User Manual online.

Step 1: Point your browser to the Business Services Online Welcome page:
www.socialsecurity.gov/bsowelcome.htm.

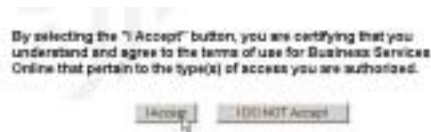


Step 2: Select the **Login** link on the Business Services Online Welcome page.



The system displays the BSO - Privacy Policy Statement page.

Step 3: Select the **I Accept** button (located at the bottom of the page) after reading the conditions defined on the BSO - Privacy Policy Statement page.



The system displays the Business Services Online Login page.



The screenshot shows the 'Social Security Online Business Services Online' login page. At the top is the header with the Social Security logo and the text 'Social Security Online Business Services Online'. Below the header is a 'Business Services Online Login' section. It contains a prompt: 'Type your registration PIN and password, then select Login.' There are two input fields: 'Personal Identification Number (PIN):' and 'Password:'. Below the PIN field is a link: 'If you have not received your password, click here to request your password.' Below the Password field is a link: 'Forgot your password?'. There are two buttons: 'Login' and 'Cancel'. Below the login fields is a 'NOTE' section: 'NOTE: A password is required after 90 days from the date you registered. If you have not received your temporary password within 21 days call the Employer Reporting Branch at 1-800-772-6270 between Monday and Friday, 7:00 a.m. to 7:00 p.m. Eastern Time. For more information call this number if you have forgotten your PIN or Password. For TDD/TTY call 1-800-325-6770.' At the bottom is a footer: 'Have a question? Call 1-800-772-6270 to speak with Employer Customer Service personnel. For TDD/TTY call 1-800-325-6770.'

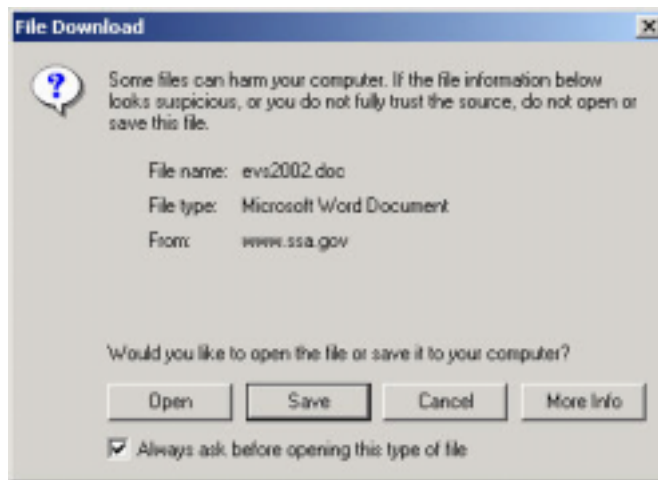
Step 4: Enter your PIN and password.

Step 5: Select the **Login** button to display the main menu. The system displays the BSO Home Page. (To return to the Business Services Online Welcome page, select the **Cancel** button.)

Step 6: Select the **View Employee Verification Service (EVS) User Manual** link.



The system displays a File Download dialog box.



Step 7: Select **Open** to view the EVS User Manual. The system opens the online EVS User Manual.

